



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

MAY 26 2005

Control No. 0501024-DRO

The Honorable John Warner
United States Senate
225 Russell Senate Office Building
Washington, D.C. 20510-4601

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Federal Communications Commission
Office of the Secretary

Dear Senator Warner:

Thank you for your letter of May 3, 2005, to the Federal Communications Commission (Commission or FCC), on behalf of your constituent, Mr. Mike Jargalsaikhan, expressing his support for, and concerns regarding Video Relay Service (VRS), a form of telecommunications relay service (TRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

Mr. Jargalsaikhan's letter states that he thinks VRS is "very good," but expresses concern over the wait time to reach a VRS operator.

The Commission has always been, and continues to be, supportive of the provision of VRS. Although VRS has been widely used only the past three years, in the past six months alone, usage has grown from 1,150,935 minutes in September, 2004 to 1,813,388 minutes in March, 2005. All of these minutes are funded from the Interstate TRS Fund, which the Commission oversees.

The Commission understands and shares Mr. Jargalsaikhan's concern over the amount of time sometimes needed to reach a VRS communications assistant, or an "operator" as he refers to them, and is actively considering the "speed of answer" issue. There is currently no speed of answer requirement mandating how quickly a VRS provider must answer an incoming VRS call. The Commission waived the application of its traditional speed of answer rule for VRS to allow providers to gain experience in their ability to handle VRS traffic. However, this issue is raised in a Further Notice of Proposed Rulemaking (FNPRM) the Commission released on June 30, 2004 (FCC 04-137). The Commission sought further comment on the speed of answer issue in a Public Notice released on February 8, 2005 (DA 05-339), and the speed of answer issue for VRS will be addressed in a future order.

The Commission encourages Mr. Jargalsaikhan to actively participate in proceedings before the Commission, to ensure that his opinions are expressed and considered fully. The Commission has available a Consumer Information Registry e-mail service that will deliver to

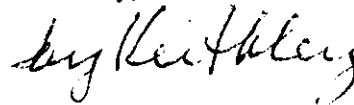
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subscribers customized information about the FCC's actions and related developments in telecommunications, disability issues, and other communications services. To subscribe to this e-mail service, Mr. Jargalsaikhan should go to <http://www.fcc.gov/cgb/contacts/>, click on subscribe, and fill in the requested information in order to receive future updates on the topics chosen.

The Commission also invites Mr. Jargalsaikhan to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

A copy of Mr. Jargalsaikhan's correspondence has been placed in the public record for the speed of answer proceeding. The Commission appreciates your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jay Keithley".

Jay Keithley

Deputy Bureau Chief

Consumer & Governmental Affairs Bureau

JOHN WARNER
VIRGINIA

COMMITTEES:
ARMED SERVICES, CHAIRMAN
ENVIRONMENT AND PUBLIC WORKS
HEALTH, EDUCATION, LABOR, AND PENSIONS
SELECT COMMITTEE ON INTELLIGENCE

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United States Senate

May 3, 2005

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Ms. Diane Atkinson
Congressional Liaison Specialist
Federal Communications Commission
445 12th Street, SW, Room 8-C453
Washington, D.C. 20554

Dear Ms. Atkinson:

I am writing on behalf of Mr. Mike Jargalsaikhan regarding difficulties he is experiencing with Videophone Relay Service. I have enclosed a copy of my constituent's correspondence for your information.

I would ask that your office, within the bounds of current Federal law and regulation, review Mr. Jargalsaikhan's concerns and advise me of your findings. Please address your response to my Washington office, ATTN: J. Meadows.

With kind regards, I am

Sincerely,


John Warner

JW/jem
Enclosure

CGF
Policy
DI
1024

Mike Jargalsaikhan
1320 North pierce street
apt# 101 Arlington. VA
22209

April 12, 2005

Senator John Warner
225 Russell Building
Washington, D.C. 20510

Dear Senator John Warner:

Hi, I would to ask you for help with Videophone Relay Service problems. I wrote a letter to Federal Communications Commission.

I use videophone to chat and it supports my communication to improve well. I like it and my other friends and family chat on VRS with me better. I never know about VRS for a long time. After I saw the VRS in my school and I tried to use it, and I think it is very good. But VRS has a few problems like a long wait for VRS operator. I don't understand why I have to wait so long for a VRS operator to show up on the videophone screen.

I hope FCC will improve and solve problems so people can call VRS and get connected to an operator very fast.

Thank you for reading this letter.

Sincerely,

Mike J.

Mike Jargalsaikhan

Mike Jargalsaikhan
1320 North pierce street
apt# 101 Arlington, VA
22209

April 8, 2005

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer
445 12th Street, SW, Washington, D.C. 20554.

Dear FCC:

I never experienced using a videophone to talk with my friends. I don't know how to use videophone and I need to talk my friend better.

At my school, I learn how to use videophone and I love it very much. I did not know that I can talk on videophone. I try VP-100 chat improve. Now I want to use videophone and use Video Relay Service to talk to my friends, my mother, and my father better. But I can't use videophone at home because I have no connection to Comcast.

Another problem I learn about VP-100, I try to use VRS and I have to wait for a long time to talk to VRS person before I can talk to my friends.

Thank you for reading this letter.

Sincerely,



Mike Jargalsaikhan

CC: Senator George Allen
Senator John Warner
House of Representative James P. Moran